

# Hadramout Consulting & e-Solutions House Services Catalogue



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**Public**

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*Prepared by*

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# Hadramout Consulting & e-Solutions House Services Catalogue

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# 1. Introduction

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In the light of circumstances in the Republic of Yemen and real need of interfering by united nations and any peace and development organisations to help Yemeni people to recover from current disaster and destruction at all life domains, the United Nations and all other peace development organisations came to Yemen to give a hand to overall Yemenis to mitigate the effect of the war and to help Yemenis to recover from the current situation as a result of the war started since 2014.

As these organisations need local on-ground support from the government, private bodies and people; Hadramout Consulting & e-Solutions House (HCSH) takes the first step to support these organisations in order to facilitate their activities and to improve their overall decisions by offering electronic and consulting services to ensure successful execution of organisations' goals.

The proposal in your hands covers the services we can provide to any organisation at any time and also can customise our services based upon organisation's needs.

We at HCSH would like to take this opportunity to thank the international community for its attention to the needs of the Yemeni people and their continued efforts to support the Republic of Yemen.

Experts Team

Hadramout Consulting and e-Solutions House



## 2. Chairman's Message

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Dear Customers and Partners in success,

Thank you for getting your copy of our services brochure which we hope guides you during your journey exploring our services and our contributions in improvement of economic and commercial activity in the local and international markets.



The world is changing, markets and business activities as well, and this corresponds to lots and lots of challenges and difficulties that require science and vision and wisdom to deal with.

Therefore HCSH came to cover and bridge shortfalls in consulting, Software and skills development and to contribute to the improvement and revitalization of institutions and the Companies and also business processes which in turn will help improve the economic situation of home and citizens.

Through our trust in God and our believes that our country deserves better, and with our abilities and strategic partnerships we started with a deep conviction that we are capable to help to resolve and boost the economy and improve employment opportunities and business services.

Last word I would like to say is that what distinguishes us from our competitors is that we help our clients to achieve their organisational goals in simplest, safest and shortest way.

With our sincere love and appreciation,

Consultant: Essam Binzghayo Alamri

CEO and Managing Director

*Essam Binzghayo*



## 2.1 About Hadramout Consulting and e-Solutions House

HCSH is a Yemeni company founded in the city of Mukalla in Hadramout province to support the market need for professional consultancy based on the basis of human sciences in management, strategy and technology for all business areas.

The HCSH was established by experts and specialists in all business areas to help both private and public bodies to revive the economy, commercial activities and to improve the opportunities for achieving the objectives of the organisations faster, less costs and in a safe manner by providing guidance, advising and contributing effectively in the planning phases, and during implementation to redirect implementation to be aligned to the approved plans and in terms of the values and standards of work followed by organisations.

HCSH provides four different kinds of services as follows:

### 1. Consulting services:

The Consulting services we provide to our clients just like advisories, instructions and plans through reports, presentations and statistics (depending on the nature of the consultation).

Sometimes, some workshops are carried out with clients in hotels to facilitate communication mechanisms and decision making.

Our consulting services are diverse and cover most areas of commercial business and governmental as well as providing various economic feasibility studies.



## **2. Training Services:**

This service is provided to the organisation leaders and managers, and team leaders,

This service is considered as a complementary side of our services as we believe that a well-trained team will have better ability to perform its tasks and overcome challenges compare to untrained.

## **3. Electronic Services:**

E-Services are a complementary aspect of consulting and training solutions. We cannot ignore the important role of technology in the commercial business to facilitate, provision of money and time.

Therefore we provide technical solutions that suit the needs of customers that does not covered by training and direct consulting services.

## **4. Outsourcing Services:**

This service provides the complementary side of the small enterprises that want to remove the burden of employing specialists so that the HCSH to provide the service through its owned experts in the areas required by the customer; this service is based on annual contract and could be renewed in coordination with customers.

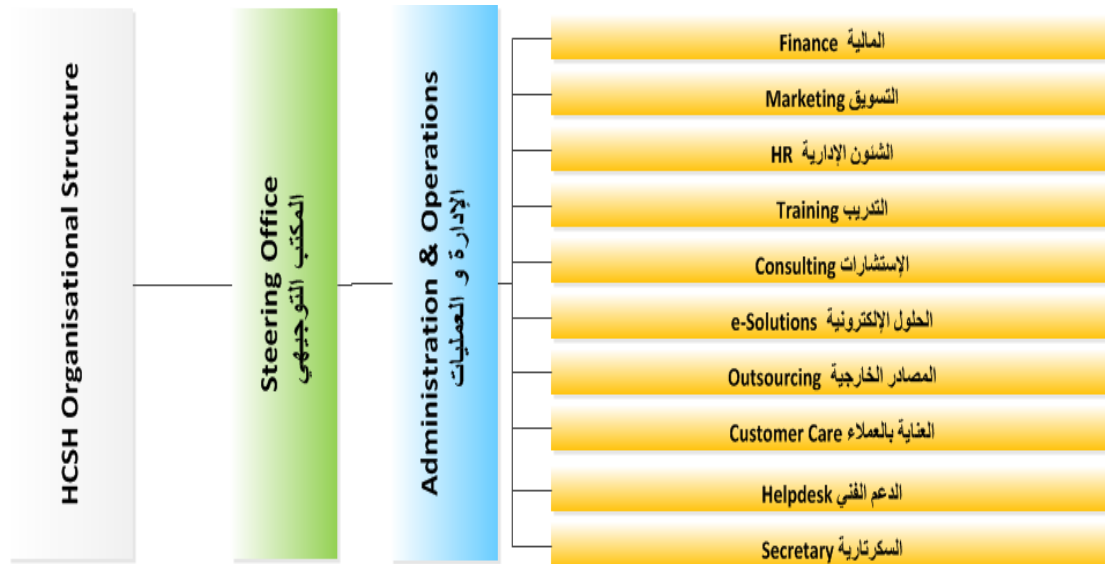
Outsourcing services are divided into the following divisions:

1. Project Management Service
2. IT services
3. Financial audit services
4. Investment Services
5. Wealth management services
6. Legal services





## HCSH Organisational Structure



# 3. Consulting Services

---

## 3.1. What is consulting Services?

Consulting is the practice of helping organizations to improve their performance, operating primarily through the analysis of existing organizational problems and the development of plans for improvement.

The origins of the consulting industry in the UK date back to the 1950s as American management consultancy firms extended their reach across the Atlantic, and the Institute of Consulting was set up shortly after as a membership body for the growing market.

Consulting is becoming an increasingly broader industry incorporating roles such as management consultants, recruitment consultants and business advisors, to name just a few.

But whichever way you look at it consultancy is a varied profession, with projects and clients changing constantly. This can be the beauty but also the challenge of the profession.

To improve the productivity and efficiency of any work, whether new emerging company or Corporation, it is necessary to obtain the correct information, knowledge and assistance. This enables the use of business consulting services in both small and large businesses to help achieve growth and improvement even during weak economic conditions.

Maintaining competitiveness and profitable requires more than just the ability to organize and workforce that can be achieved by using external consultants can offer advice and plans that relate to the needs and circumstances.

All managers need a support from consulting offices to be able to take a step back and analyse the way they operate their companies in detail. The ability to identify the strengths and weaknesses is important; knowing where there is an opportunity for improvement could help to ensure the company continued to flourish.



When hiring consulting services, you can put up a business plan covering all the factors and considerations that would affect business success.

To learn how to take critical decisions and time is not always easy; the consultants realise what it takes to help the success of all businesses.

Reducing risk is vital in today's corporate world. Since the economy has not fully recovered from the recession, it is necessary to develop a well thought out strategy can reduce the risks and minimise the risk of losses.

Most managers will not be able to devote the time required to understand how to create such a plan, but a it can be done by a consulting company instead.

Our experts ensures that the needs of the Organisation to an integrated strategy and information technology, allowing institutions continued to succeed and continue with reducing risk and cost.

Take advantage of our Professional Services, and discover Our Measurement Tools that help you better evaluate your situation and improve your decisions

### **3.2. Risk Management Service**

The purpose of this service is to identify, assess and control uncertainty and, as a result, improve the ability of your business to succeed.

#### **Service Overview**

Risk management is the process of identification, analysis and either acceptance or mitigation of uncertainty in decision-making. Essentially, risk management occurs anytime an investor or fund manager analyses and attempts to quantify the potential for losses in an investment and then takes the appropriate action (or inaction) given their investment objectives and risk tolerance.

Risk is the main cause of uncertainty in any organisation. Thus, companies increasingly focus more on identifying risks and managing them before they even affect the business. The ability



to manage risk will help companies act more confidently on future business decisions. Their knowledge of the risks they are facing will give them various options on how to deal with potential problems.

Risk management is important in an organisation because without it, a firm cannot possibly define its objectives for the future. If a company defines objectives without taking the risks into consideration, chances are that they will lose direction once any of these risks hit home.

## Key Benefits

- **Plans:** Risk management plans contribute to business success by establishing a list of internal and external risks. This plan typically includes the identified risks, probability of occurrence, potential impact and proposed actions. Low risk events usually have little or no impact on cost, schedule or performance. Moderate risk causes some increase in cost, disruption of schedule or degradation of performance. High risk events are likely to cause a significant increase in the budget, disruption of the schedule or performance problems.
- **Preparation:** To ensure that business runs smoothly, effective managers communicate their plan to the business sponsors, stakeholders and team members. This sets expectations to people who provide funding and are affected by the outcomes. It ensures that the business runs smoothly so one step proceeds to the next without disruption. By identifying, avoiding and dealing with potential risks in advance, you ensure that your employees can respond effectively when challenges emerge and require intervention.
- **Results:** By defining risk management processes for your company, you make success more likely by minimizing and eliminating negative risks so business can be finished on time. This enables you to meet your budget and fulfil targeted objectives. When you don't have risk management strategies in place, your business get exposed to problems and become vulnerable. Effective risk management strategies allow your company to maximize profits and minimize expenses on activities that don't produce a return on investment. Through detailed analysis, effective leaders prioritize ongoing work based on the results produced, despite the odds.



- **Evaluation:** To evaluate your business's success so you can use the best practices on your next challenges, assess the impact of your activities on mitigating exposure to problems and exploiting opportunities that capitalize on your company's strengths. For example, if you develop and deliver a training program that creates awareness about internet security, including phishing, viruses and identity theft, measure the number of help desk calls received about these problems. If they go down, you can reasonably assume your risk management initiatives have contributed to success. If not, revise your training program.

## Objectives

Risk management applies from the strategic, operational, programme and project perspectives.

The approach to the management of risk can be common across all of these perspectives but risk management procedures should be tailored to suit each one.

This service helps you how to keep all risks

- Identified This includes risks being considered that could affect the achievement of the business's objectives, and then described to ensure that there is a common understanding of these risks,
- Assessed This includes ensuring that each risk can be ranked in terms of estimated likelihood, impact and immediacy, and understanding the overall level of risk associated with the business, and
- Controlled this includes identifying appropriate responses to risks, assigning risk owners, and then executing, monitoring and controlling these responses.

## To Whom?

The beneficiary of this service is one of the following roles:

- Program Heads
- Portfolio Managers
- Strategic Roles
- Business Leaders
- Enterprise Architects



- Project / IT managers
- IT / Business Analysts

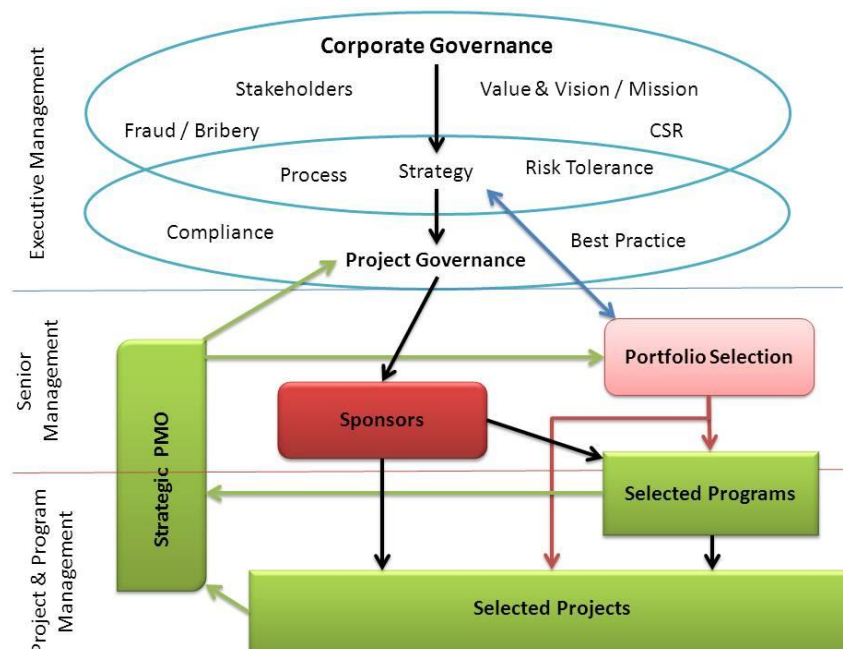
## Deliverables

- Enterprise Processes Assessment
- Risk Management Strategy
- Risk Register and
- Risk Report.

### 3.3. Governance Management

A service that helps executive levels to establish a framework including its processes to compare achievements against planned.

Governance is a formal compliance review against what actually done at all business levels



### 3.4. Strategic Planning

A service to move into significant business leadership positions and encountering challenges.

#### Service Overview

There is an importance of creating the right long, medium and short term strategies to enable clients to gain competitive advantage and increase the profitability of their organisations. We believe that there are two distinct stages to any strategy: development and alignment. The former is no good without the latter and vice versa. It is essential that a client's organisation is aligned and mobilised in both in words and actions around its strategy and this be demonstrated consistently by the executive team. This top-down alignment is critical to ensure organisational ownership and to deliver the strategy effectively and rapidly. Furthermore, the organisation needs to ensure there is the capability to adapt and evolve its strategy over time.

#### Key Benefits

This service helps you address the needs of stakeholders across the enterprise and clarify goals for more effective decision making. It provides a systematic approach and common vocabulary for tackling many of today's most challenging aspects of meeting enterprise performance goals and maximizing the value of corporate information.

Strategy & IT Enablement is about Optimising organisation's Technology Investments To Achieve Strategic Business Goals And Objectives.

Another benefits we can achieve as a result of strategic planning such as:

- Alignment. The Consultant helps ensure that business strategy is aligned with the stakeholder goals of the organisation.
- Ownership. The business units represented on the Consultant has ultimate ownership over the larger business strategic decisions since those decisions will impact their processes.
- Business focus. The Consultant's strongest mandate is to find & align business solutions that may leverage technology.



- Priority. At budget time, business will be able to set spending priorities according to broadly based business recommendations.
- Transparency. Other departments will be able to see their business demands in the larger context of strategic plans, and at least understand (though maybe not agree with) the rationale behind decisions to proceed with one project over another.

Accountability. business projects, especially cross functional projects will be decided upon based on committee approval and priority and not just within the business unit.

## Objectives

Here are some of the benefits that may occur as a result of strategic planning.

- Makes the management of an organization easier by providing a framework and a clearly defined direction for decision-making.
- Establishes a uniform vision and purpose that is shared among all members of the organization and helps them pull in the same direction.
- Works to create an increased level of commitment to the organization and its goals.
- Can result in improved quality of services for clients and a means of measuring the service.
- Helps everyone in the organization with setting priorities and matching resources to opportunities.
- Increases the ability to deal with risks from the external environment.
- Improves the decision-making in a number of different areas, including human resources (recruitment, selection), training departments.

## To Whom?

The beneficiary of this service is one of the following roles:

- Program Heads
- Portfolio Managers
- Strategic Roles
- Business Leaders
- Enterprise Architects
- Project / IT managers





- IT / Business Analysts

### 3.5. Team Effectiveness Improvement

Develop your skills to achieve results with teams of diverse people who have different priorities.

#### Service Overview

A team is two or more individuals in an organization with common goals. There are lots of different types of teams. Task force or project teams get together to solve a particular problem. (For example, let's say a company needs to make changes to its processes to comply with a new government regulation. They might set up a compliance project team to accomplish this task.) Self-managed work teams help increase morale by giving employees the authority and responsibility to get things done while managing themselves. Cross-functional teams pull together individuals with a wide range of experience and skills so that they can look at a situation from multiple perspectives.

This Service helps organisations to build effective teams in which are made up of members who have the skills necessary to accomplish their goals.

#### Service Description

In this service, we help organisations defining roles, build up their teams, and carefully clarify how team members are going to communicate and what is expected of each one of them.

The important key factors of this service are as follows

- Improve the possibilities of success
- Put a put a communication/conflict strategy in place to deal with conflicts
- Reduce the possibility of losing benefits and
- Increase the productivity of overall team.



Moreover, we help organisations designing most appropriate skills required for business and to identify what skills needed to work within team or to lead any team to control team behaviours and direct the team towards realizing goals.

In order to be flexible and meet the needs of different environments and different project sizes, we help our clients to define management jobs to be allocated to people on a one-to-one basis;

## Key Benefits

- Improve the homogeneity between team members
- Clarify the vision, mission and tasks of the team
- Determine the specifications and capabilities of the team members along with skills must be developed
- Improve the chances of success
- Reduce the possibility of failure and poor performance

## Objectives

The important key factors of this service are as follows

- Improve the possibilities of success
- Put a put a communication/conflict strategy in place to deal with conflicts
- Reduce the possibility of losing benefits and
- Increase the productivity of overall team.

## To Whom?

The beneficiary of this service is one of the following roles:

Top Level Management (ex. Strategic Team)

Middle Level Management (ex. Project Teams)

Small Teams (ex. Technology Development Teams)

## Deliverables

- Team Organisational Structure
- Personal Skills and Assessment Results



- Individual Roles and Responsibilities
- Communication Strategy

### 3.6. Strategy & IT Enablement

A service helps you better manage organisation based on stakeholders goals across the enterprise

### 3.7. Change Management

A service that helps to ensure that standardised methods and procedures are used for efficient and prompt handling of all changes, in order to minimize the impact of change-related incidents upon service quality, and consequently improve the day-to-day operations of the organisation.

### 3.8. ROI Improvement

Reduce Costs. Another way to improve your return is to reduce your expenses. You won't have to increase your sales or raise your prices to improve the return on your investment this way.

#### Service Overview

Return on investment is known as ROI. This term means different things to different people often depending on perspective and what is actually being judged so it's important to clarify understanding if interpretation has serious implications.

In simple terms this is the profit made from an investment. The 'investment' could be the value of a whole business in which case the value is generally regarded as the company's total assets minus intangible assets, such as debt.



or the investment could relate to a part of a business, a new product, a new factory, a new piece of plant, or any activity or asset with a cost attached to it.

## Key Benefits

To improve the returns on your investments to the point that they warrant you're not pursuing other opportunities with that cash or effort, you must know the return you're currently getting selling a product, using a particular piece of machinery, retaining a specific employee or continuing to do whatever else you are measuring.

- To understand the hidden areas that consumes organisation's resources.
- To understand how organisation make revenues and profit.
- To make smart changes in the way to reduce the cost and increase the revenues with respect of market needs direction and organisation's strategy.
- To know how to measure the market share
- How to evaluate the business performance and the change planning

## Objectives

- Reduce Production / Services Costs
- Increase Quality of Services / Products
- Increase Customers satisfaction
- Increase Market share
- Increase Revenues and Profit

## To Whom?

The beneficiary of this service is one of the following roles:

- Program Heads
- Portfolio Managers
- Production Managers
- Service Delivery Managers
- Strategic Roles
- Business Leaders
- Enterprise Architects
- Project / IT managers



- IT / Business Analysts

### 3.9. Projects Management

A Service that helps to the better discipline of planning, organizing, motivating, and controlling resources to achieve specific goals.

#### Service Overview

Project management is the discipline of planning, organizing, motivating, and controlling resources to achieve specific goals. A project is a temporary endeavour with a defined beginning and end (usually time-constrained, and often constrained by funding or deliverables), undertaken to meet unique goals and objectives, typically to bring about beneficial change or added value. The temporary nature of projects stands in contrast with business as usual (or operations), which are repetitive, permanent, or semi-permanent functional activities to produce products or services. In practice, the management of these two systems is often quite different, and as such requires the development of distinct technical skills and management strategies.

#### Service Description

The primary challenge of project management is to achieve all of the project goals and objectives while honouring the preconceived constraints. The primary constraints are scope, time, quality and budget. The secondary —and more ambitious challenge is to optimize the allocation of necessary inputs and integrate them to meet pre-defined objectives.

#### Key Benefits

For organisations, our formal recognition of responsibilities within a project, together with its focus on what a project is to deliver (the why, when and for whom) provides your organisation's projects with:

- Common, consistent approach.
- A controlled and organised start, middle and end.



- Regular reviews of progress against plan.
- Assurance that the project continues to have a business justification.

## Objectives

How this service can benefit organisation?

- Focus on business justification.
- Defined organisation structure for the project management team.
- Product-based planning approach.
- Emphasis on dividing the project into manageable and controllable stages.
- Flexibility that can be applied at a level appropriate to the project.
- Companies seeking for professional partners to lead their projects.
- Project managers.
- Directors/executives (senior responsible owners) of projects, and Organisations.
- To increase possibilities of gaining expected outcomes of the project.

## To Whom?

The beneficiary of this service is one of the following roles:

- Program Heads
- Portfolio Managers
- Strategic Roles
- Business Leaders
- Enterprise Architects
- Project / IT managers
- IT / Business Analysts

### 3.10. Executives Coaching

A service designed for those who are seeking to become better managers and leaders.



## Service Overview

As a leader, you know how important it is to keep improving your skills. After more than three years of research and practical know-how, Our leadership coaching Programme can help you master new attitudes and behaviours — and achieve more than you ever imagined.

## Service Description

Our individual and team leadership coaching solutions can make a difference at all levels of the organisation, from a first-time manager to the CEO in any sector.

## Key Benefits

Our coaching services are grounded in HCSH's unique developmental model of assessment, challenge and support, and offer you:

- High quality assessments
- A commitment to proven leadership development methods
- Rigorously trained coaches
- A confidential, safe environment for growing as a leader
- We provide one-on-one custom leadership development opportunities for senior managers and executives. Our coaching framework ensures that the coach and the coachee establish a sound and constructive relationship. The coach builds on this relationship, supervising the assessment, challenging the participant in a manner that encourages the stretch needed for development, and then supporting the participant to insure positive change.

## Objectives

This service helps C-Levels to

- Build/Align/Motivate Team
- Executive Presence
- Work/Life Balance
- Effective Communications
- Stress Management



- Strategic Thinking

## To Whom?

The beneficiary of this service is one of the following roles:

- Program Heads
- Portfolio Managers
- Strategic Roles
- Business Leaders
- Enterprise Architects
- Project / IT managers
- IT / Business Analysts

Best suited for:

- Individuals who want to develop coaching skills for use in the workplace.
- Leaders who want to practice their coaching skills to be more effective
- Teams who want to increase coordination, communication, and collaboration to enable increased productivity.
- An organisation wanting to create what we call a 'coaching culture.' This open and communicative environment yields tremendous business results.
- Internal coaches (such as human resource and organisational development specialists) interested in maximising their organisational impact.

### 3.11. Business Process Improvement

A service to study, analyse and develop processes to improve results and execution.

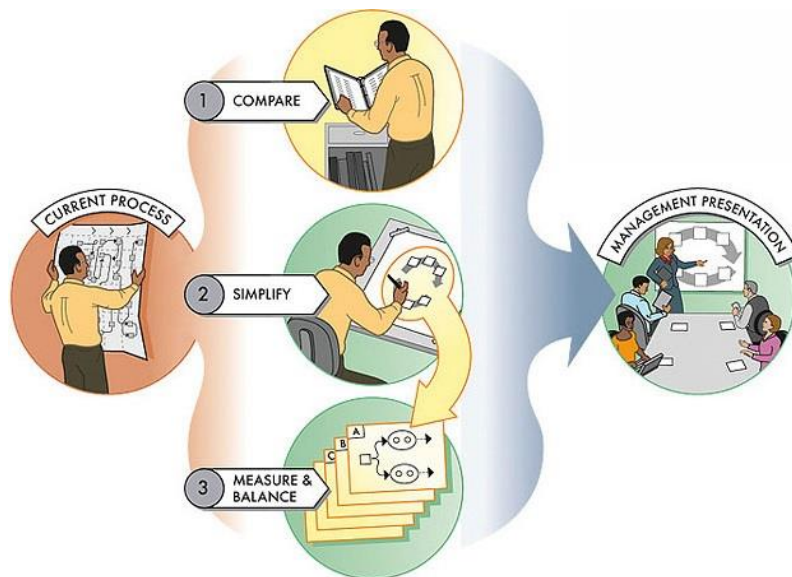
## Service Overview





Functional business is processes intended to allow objective comparison of performance within and among organisations; this process enables more industry applicable content by outlining and defining processes and activities specific to this industry.

This allows organizations to choose the framework most relevant to the specific process improvement need, whether it be benchmarking within or across industries, business process management/re-engineering, or content management. The cross-industry process improvement is available on our website.



### 3.12. Business Architecture

A responsible service for ensuring architectural guidance, oversight, and governance of identified business capabilities in a functional.

#### Service Overview



The business architect (or Design of the Business) is responsible for ensuring architectural guidance, oversight, and governance of identified business capabilities in a functional area. Architects participate in activities to set strategic technology direction for the company. The individual will be involved in the applied architecture effort for the introduction of business change, including process change, planning, reference architectures, best practices, and templates.

## Key Benefits

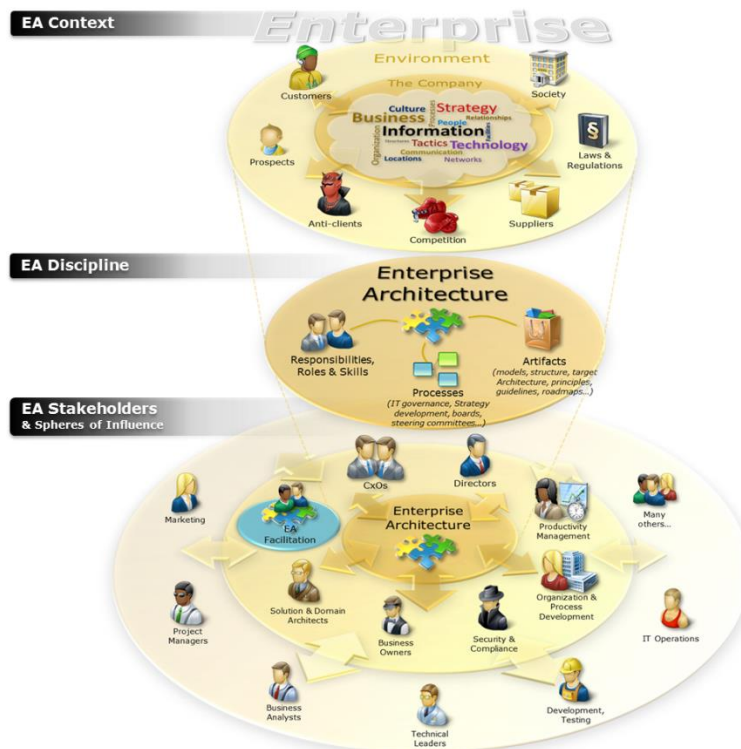
upon successful completion our deliverables will help C-Levels to gain better knowledge and understanding of their business as follows:

- Participate in the review of architectures for other solutions or projects that have overlap with identified capabilities and evaluations, assessments and other activities that set the strategic technology direction.
- Participate in Enterprise Business Architecture team as a team member, working with other architects across functional areas and business units to define overall business architecture strategy, models, practices, and techniques.

## Objectives

- Mapping and communicating business motivation
- Understanding and developing business capabilities
- How to link strategy and execution with effective planning
- Optimising the business operating model
- Identifying key drivers and options for strategic change





### 3.13. Enterprise Assessment

An Enterprise Assessment is an efficient way to identify organisation's strengths and weaknesses through a comprehensive review of organisation in some domains. The assessment gathers information about many different areas and aspects of organisation, and then pinpoints areas for improvement and opportunities to capitalise on.

The areas this assessment covers are as follows:

- Operational cost and value realisation
- Managerial Policies and procedures
- Strategic Positioning, Leadership, Growth and linkages to Management
- IT infrastructure Flexibility and Capability
- Organisational Facilitating and Learning



Business Transformation Readiness Assessment - Maturity Model					
Factor 2: Need for Enterprise Information Architecture			Class BTEP	Organizational Context	
Definition			Readiness Factor		
There is recognition by the organization that information is a strategic corporate asset requiring stewardship. There is also recognition that the data is not universally understandable, of requisite quality, and accessible.					
Maturity Model Levels					
0 Not defined	1 Ad Hoc	2 Repeatable	3 Defined	4 Managed	5 Optimized
Information is not recognized as an asset.  There is no clear stewardship of data.	Data Management (DM) concepts are intuitively understood and practiced on an <i>ad hoc</i> basis.  Stewardship of the data is informal.  Data is recognized by certain internal experts and senior management as being of strategic importance to the organization.  Focus is primarily on technically managing redundant data at the applications level.	Many parts of the organization value information/data as a strategic asset.  Internal DM experts maintain clear lines of responsibility and stewardship of the data, organized along lines of business and at all senior levels.  Staff put into practice DM principles and standards in their daily activities.	Data is recognized as a strategic asset in most parts of the organization, and throughout most levels from operations to senior management.  Resources are committed to ensuring strong stewardship of data at the lower management and information expert levels.	Data is recognized as a strategic asset in all parts of the organization, and throughout most levels from operations to senior management.  Resources are committed to ensuring strong stewardship of data at the senior management and information expert levels.	Data is treated in all levels throughout the organization as a strategic asset to be exploited and re-used.  Data products and services are strongly integrated with the management practice of the organization.  All staff are empowered and equipped to take stewardship of information, and are seen as "knowledge workers".
				Recommended Target State	
© 2008 The Open Group					

### 3.14. Enterprise Maturity Assessment

The benefits of this tool are to find out organisation's current situation and what organisation need to do in order to improve the following spaces:

- Business Value
- Business Governance
- Service orientation
- Business Model
- Business Performance
- Business Process
- IT Software Competencies
- IT End User Focus
- Metadata
- IT System Competencies
- Enterprise Architecture





## 4. Training Services

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## 4.1. Strategic Planning

**Duration (3 day Training)**

Strategic planning is critical to business success. Different from classic business planning, the strategic variety involves vision, mission and outside-of-the-box thinking. Strategic planning describes where organisations want to go and how to get there. However, like all other "travel plans", without knowing where you want to go, creating details on how to arrive are meaningless. Strategic planning defines the "where" that organisation is heading.

## 4.2. Strategic Management

**Duration (3 day Training)**

Strategic management is critical to business success. Strategic management is the continuous planning, monitoring, analysis and assessment of all that is necessary for an organisation to meet its goals and objectives. Strategic management involves the formulation and implementation of the major goals and initiatives taken by a company's top management on behalf of owners, based on consideration of resources and an assessment of the internal and external environments in which the organisation competes.

## 4.3. Business Architecture

**Duration (3 day Training)**

The business architecture is responsible for ensuring architectural guidance, oversight, and governance of identified business capabilities in a functional area.



Architects participate in activities to set strategic technology direction for the company. The individual will be involved in the applied architecture effort for the introduction of business change, including process change, planning, reference architectures, best practices, and templates.

#### **4.4. Enterprise Architecture**

**Duration (3 day Training)**

Enterprise Architecture is a high level and holistic approach to design, which is typically modelled at four levels: Business, Application, Data, and Technology. It tries to give a well-tested overall starting model to information architects, which can then be built upon. It relies heavily on modularization, standardization, and already existing, proven technologies and products.

#### **4.5. Projects Management PRINCE@**

**Duration (3 day Training)**

Projects Management in a Controlled Environment is a de facto process-based method for effective project management. Used extensively by the UK Government, PRINCE2 is also widely recognised and used in the private sector, both in the UK and internationally. PRINCE2 is a structured project management method based on experience drawn from thousands of projects – and from the contributions of countless project sponsors, Project Managers, project teams, academics, trainers and consultants.

#### **4.6. COBIT@ FOR GOVERNANCE**

**Duration (3 day Training)**

COBIT® is the only business framework for the governance and management of enterprise IT. COBIT helps maximize the value of information by incorporating the latest thinking in enterprise governance and management





techniques, and provides globally accepted principles, practices, analytical tools and models to help increase the trust in, and value from, information systems.

## 4.7. ORGANISATION MANAGEMENT

**Duration (3 day Training)**

Organisations Management is the way to observe, oversight, change and direct overall major activities to achieve organisation's short and long term objectives.

Organisations Management helps all managers to identify, analyse and take corrective actions to maintain the direction in the way the stakeholders want and to protect assets, forcing change and enable achieving the success for organisation.

## 4.8. Organisation Management

**Duration (3 day Training)**

Organisations Management is the way to observe, oversight, change and direct overall major activities to achieve organisation's short and long term objectives.

Organisations Management helps all managers to identify, analyse and take corrective actions to maintain the direction in the way the stakeholders want and to protect assets, forcing change and enable achieving the success for organisation.





## 4.9. Team Leadership

**Duration (3 day Training)**

Whether it's a functional team, a team of managers, or a project team, people get most done when they work together effectively. So when members of a team don't work well together, performance and productivity can suffer. That's not good for anyone. This hands-on, three-day, classroom based training course helps trainees developing their skills to better motivate and direct their teams.

## 4.10. ITIL

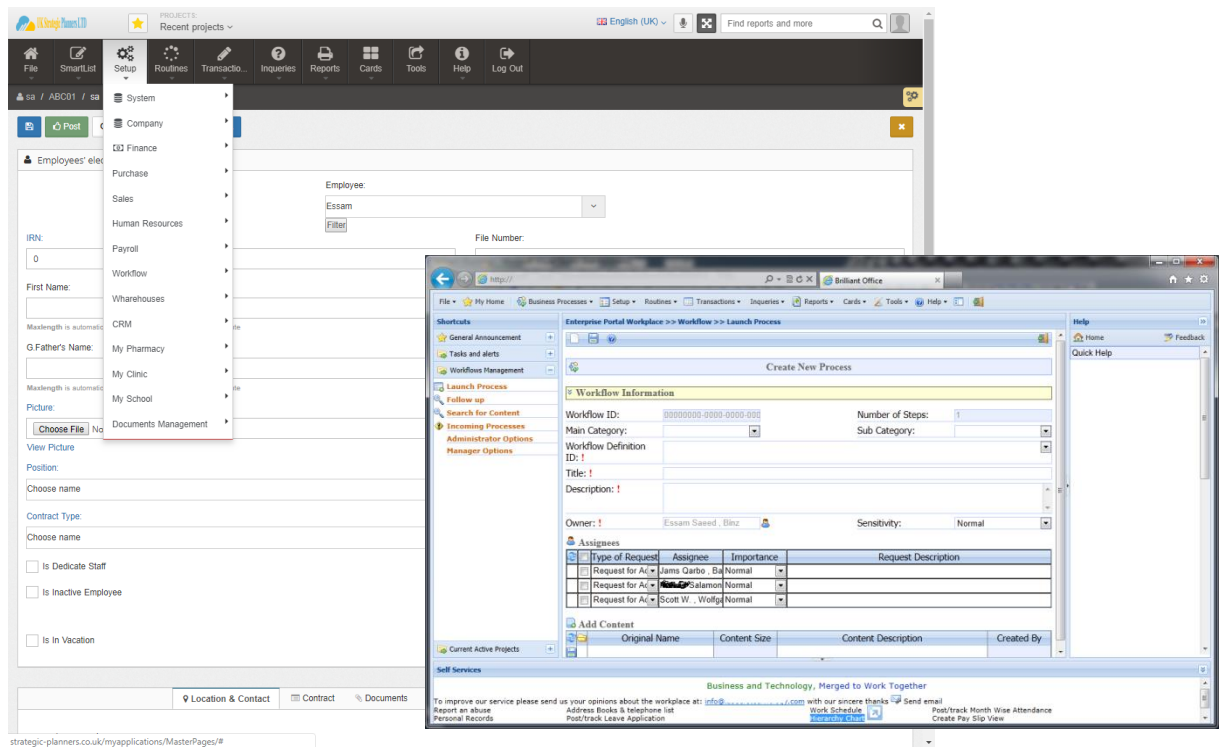
**Duration (3 day Training)**

ITIL, formerly an acronym for Information Technology Infrastructure Library, is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. ITIL is published as a series of five core volumes, each of which covers a different ITSM lifecycle stage.

Although ITIL underpins ISO/IEC 20000 (previously BS 15000), the International Service Management Standard for IT service management, there are some differences between the ISO 20000 standard, ICT Standard by IFGICT and the ITIL framework.

ITIL describes processes, procedures, tasks, and checklists which are not organisation specific nor technology-specific, but can be applied by an organisation for establishing integration with the organization's strategy, delivering value, and maintaining a minimum level of competency. It allows the organization to establish a baseline from which it can plan, implement, and measure. It is used to demonstrate compliance and to measure improvement.





## 5. Electronic Solutions

Our services are one step ahead of you



## Electronic Services in Summary

### 5.1. Human Resources System

#### System Benefits

1. Keep a record of all employees' personal and employment information.
2. Notification sub system of any documents when near the end for instance driving license, health insurance and contracts.
3. Keep a record of all employee's vacations and sick leaves.
4. Keep a record of all employees' annual vacations.
5. Keep a record of all employees' health file.
6. Keep a record of all employees' trainings.
7. Existing internal process to renew contracts.
8. Existing internal process to transfer employee between organisational units.
9. Time Attendance is included
10. Integrated with Payroll and Wages system.
11. Integrated with Project Management System
12. Variety of Reports of employees.
13. Online Employee's Report (limited access) to prove employment.

### 5.2. Payroll and wages System

#### System Benefits

1. Keep a record of all monthly/weekly salaries.
2. Keep a record of all deductions from payroll.
3. Keep a complete record of employees' allowance.
4. Keep a complete record of employees' monthly deductions from payroll.
5. Integrated with Human Resources System.
6. Integrated with Projects Management System.



7. Provide a variety of reports about paychecks including allowances, deductions and advances and cutbacks during a particular month, as well as for specific periods
8. Existing internal system to notify the employee that his salary is delivered.
9. Existing internal system to notify the employee that his salary had been transferred to employee's bank account or is paid.

### 5.3. General Ledger System

#### System Benefits

1. Keep a record of all financial vouchers.
2. Multicurrency.
3. Integrated with Sales (Receivables) System.
4. Integrated with Purchase (Payables) System.
5. Integrated with Payroll and Wages System.
6. Integrated with Projects Management System.
7. Cheques Support.
8. Multilanguage.
9. Bank accounts Management and accounts reconciliations.
10. Ability to customise the view of the statement of Profit /Loss, financial flows and balance sheet. (Summarised and detailed)
11. Printable trail balance statement (summarised and detailed)
12. Variety of Reports of financial accounts and related transactions.

### 5.4. Purchase System (Payables)



## **System Benefits**

1. Keep a record of all financial vouchers.
2. Multicurrency.
3. Integrated with General Ledger System.
4. Integrated with Projects Management System.
5. Integrated with warehousing Management System.
6. Integrated with Human Resources Management System.
7. Cheques Support.
8. Multilanguage.
9. Keep a record of all received goods & services.
10. Supporting Payment scheduling
11. Multi payment methods.
12. Variety of Reports of payment transactions and vendors (suppliers).

## **5.5. Sales System (Receivables)**

### **System Benefits**

1. Keep a record of all financial vouchers.
2. Multicurrency.
3. Integrated with General Ledger System.
4. Integrated with Projects Management System.
5. Integrated with warehousing Management System.
6. Integrated with Human Resources Management System.
7. Cheques Support.
8. Multilanguage.
9. Keep a record of all delivered goods & services.
10. Supporting receivable scheduling



11. Multi payment methods.
12. Variety of Reports of receivable transactions and Clients/Customers.

## 5.6. Warehousing System

### System Benefits

1. Keep a record of all financial vouchers.
2. Multicurrency.
3. Integrated with General Ledger System.
4. Integrated with Projects Management System.
5. Integrated with warehousing Management System.
6. Integrated with Human Resources Management System.
7. Cheques Support.
8. Multilanguage.
9. Keep a record of all delivered goods & services.
10. Supporting receivable scheduling
11. Multi payment methods.
12. Variety of Reports of receivable transactions and Clients/Customers.

## 5.7. Workflow Management System

### System Benefits

1. Facilitate administrative work with automation.
2. Ability to redesign any process at anytime.
3. Provide ready to use forms for processes.
4. Ability to design / redesign forms used for processes
5. Follow up in/out processes with details



6. Ability to search for specific criteria
7. Ability to add attachments from scanners, and device.
8. Ability to add attachments from already existing process in the system.
9. Integrated with Human Resources System
10. Integrated with Projects Management System
11. Integrated with warehousing System
12. Integrated with Sales System
13. Integrated with Purchase System
14. Variety of Reports of processes and its usage.

## 5.8. Projects Management System

### System Benefits

1. Creates unlimited number of projects, project stages, and steps.
2. Appoint work groups for each phase and step in the project.
3. Define budgets for each project and each step and phase
4. Set the duration of each phase/step project
5. Determine the output of each phase and step, acceptance criteria and its KPIs
6. Add project documentation and modified ones.
7. Keep records of all meetings including the discussion and evaluations were made.
8. Integrated with Workflows System
9. Integrated with Human Resources System
10. Integrated with Payroll and Wages System
11. Integrated with warehousing System
12. Integrated with Sales System
13. Integrated with Purchase System



14. Variety of Reports of processes and its usage.

## 5.9. Electronic Documents Management System

### System Benefits

1. Create unlimited number of electronic documents.
2. Scanner Devices is Supported
3. Allow users to organise their documents in directories.
4. Sharing documents among employees.
5. Supporting files encryption and access levels.
6. Integrated with Workflows System
7. Integrated with Human Resources System
8. Integrated with Payroll and Wages System
9. Integrated with warehousing System
10. Integrated with Sales System
11. Integrated with Purchase System

## 5.10. Customer Relationship Management System

### System Benefits

1. Keep a record of all existing customers and potential customers information.
2. Preparation of all communication plans with customers and public.
3. Helping in follow up customers' / clients' needs
4. Supporting and helping marketing campaign.
5. Much more activities related to public relations.





## 5.11. Readymade Security Monitoring Systems

### System Benefits

1. Deterring criminals.
2. Aiding the police.
3. Checking in on the Employees
4. Improve performance and productivity of employee's.
5. Insurance Benefits.
6. Easy to install, replace and to use .



## Benefits of our Electronic Solutions

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1. All Systems are web-based
2. Available to use anytime, Anywhere
3. No installation is required
4. Customisable
5. Under monitoring and protection 24x7
6. No need for internal IT Staff
7. Technical Support 24 x 7
8. Integrated Systems
9. Compatible with all devices and all smart phones



## 6. Outsourcing Services

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### Service Benefits

1. We provide this service through specialists who work alongside customers to cover temporary requirements clients need of specialised skills and the professional in certain areas.
2. The client is not required to provide any required potential for staffing consultants because we as HCSH provide it instead.
3. Customer benefits of vacation days and holidays in completing its work with representatives of the HCSH.
4. In addition, the customer will benefit from the support you provide via our in-house teams to our representatives effectively.
5. Outsourcing services are divided into the following divisions:
  1. Project Management Service
  2. IT services
  3. Financial audit services
  4. Investment Services
  5. Wealth management services
  6. Legal Services.



## 7. Our Activities Gallery

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**Figure 1 National Governance Activity**



**Figure 2 National Educational Portal**





**Figure 3 Meeting with Investment General Manager**



**Figure 4 Our Chairman in other Partners' Programmes**



**Figure 5 at International Events**



## 8. Contact us

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To request our offers for training, consulting, software or to requests more details please visit us at our headquarters at

4th Level, AL OMQI EXCHANGE BUILDING, Masaken Al Motadarereen, Fouwah, Mukalla, Yemen.



You can also contact us over our email address at:

[info@HadramouthHouse.com](mailto:info@HadramouthHouse.com)



or call us at:

**+967 (05) 360 930**

Or contact our agent in Sana'a at:

**+967 (01) 473 287**

**+967 77 434 5144**



You can also send us your inquiries or call us via WhatsApp at :

**+965 993 606 4**

Thank you for having a copy of our guide and we are looking forward to hearing from you.

Experts Team

Hadramout Consulting and E-Solutions House

